

## Our Services

South Norfolk, Broadland and North Norfolk Councils provide a range of services to home owners and residents.

We aim to offer everyone the opportunity of a decent home and thereby improve the health, well being and quality of life of people in Norfolk.

### What our services include:-

- General advice
- Providing information, including alternative sources of help
- Linking people with other services and agencies

### We also offer direct services to eligible applicants such as:-

- Discretionary Financial Assistance
- Care & Repair Service
- Disabled Facilities Grant
- Handyperson Scheme
- Decent Homes Loan
- Advice on energy efficiency matters.
- Housing Enforcement

## About us:-

The Care & Repair Service is an in-house home improvement agency operated by South Norfolk Council.

The service is available to residents of South Norfolk, Broadland, and North Norfolk Councils.

### To Contact Us:-

For South Norfolk Residents:

**Telephone:** 01508 533705

**Fax:** 01508 533643

**Email:** [hstandards@s-norfolk.gov.uk](mailto:hstandards@s-norfolk.gov.uk)

For North Norfolk Residents:

**Telephone:** 01263 516366

**Fax:** 01263 515042

**Email:** [janerisebrow@north-norfolk.gov.uk](mailto:janerisebrow@north-norfolk.gov.uk)

For Broadland Residents:

**Telephone:** 01603 430581

**Fax:** 01603 701859

**Email:** [p.s.housing@broadland.gov.uk](mailto:p.s.housing@broadland.gov.uk)

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[www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)

# Care & Repair Service Users Guide



*Enhancing our quality of life*



# Welcome to Care & Repair

A Home Improvement Agency for residents living in the South Norfolk, Broadland and North Norfolk District Council Areas.

## How we help you:-

We aim to help people over the age of 60 who want to remain independent and continue to live in the home of their choice.

## How we achieve this:-

By supporting you throughout the repair, adaptation or improvement process of your home. This includes helping you get appropriate financial advice.

## How we work:-

We will consult with you to reach agreement about what you want to achieve, clearly explain how that help may be given, and what the likely cost implications will be.

We work in partnership with you, in a relationship based on trust and respect, in which you will be consulted on the decisions that affect you.

## Who else may be involved:-

We will identify other agencies and organisations that may be able to help you and, if you consent, make referrals to those organisations on your behalf.



## How you help us

The schemes we prepare for you to consider are based on the information you share with us. It is important that you ensure the information you provide us with, is accurate and complete. You will also need to notify us if your circumstances change.

The service is intended to help you, and is not mandatory. You can choose to cancel the service at anytime, but you will be responsible for any costs you may have incurred. At all times you retain the responsibility for your home.

You will need to allow officers, contractors and agents, access to your home to enable them to prepare schemes and carry out works on your behalf.